

W-02113A-07-0551



ORIGINAL

ARIZONA CORPORATION COMMISS

0000091474

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2008 73323

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed

 N/A Not Applicable

First:

Last:

Complaint By:

Pat

O'Hern

Account Name:

Pat O'Hern

Home: ()

Street:

Work: (000) 000-0000

City:

Fountain Hills

CBR: ()

State:

AZ **Zip:** 85268

is: E-Mail

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

From: PAT O HERN [mailto:]

Sent: Saturday, November 22, 2008 1:03 PM

To: Utilities Div - Mailbox

Subject: Az Corporate Commission, Re: Chaparral City Water Company - Docket No. W-02113A-0551

Gentlemen:

I own a condominium at

I have received good service from subject for seven (7) years.

Since I will be unable to attend the hearing I would like to be placed on record as strongly objecting to subject's proposed price increase. A more modest rate hike of from 4-6% would be in the acceptable range.

Your recording of this information would be appreciated.

Sincerely,

Patrick O'Hern

Arizona Corporation Commission

DOCKETED

End of Complaint

Utilities' Response:

DEC - 3 2008

DOCKETED BY

mm

ARIZONA CORPORATION COMMISSION
DOCKETED

2008 DEC - 3 P 3:34

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

November 24, 2008

Pat O'Hern

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. O'Hern:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73323

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2008 73469**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed

N/A Not Applicable

First:**Last:****Complaint By:****Ray****Perry****Account Name:**

Ray Perry

Home: (000) 000-0000**Street:****Work:** (000) 000-0000**City:**

Phoenix

CBR:**State:**

AZ

Zip: 00000**is:** E-Mail**Utility Company:****Chaparral City Water Company****Division:**

Water

Contact Name:

n/a

Contact Phone: n/a**Nature of Complaint:**

With the economy in near depression it is in the best interest of Chaparral Water Company to hold their rates or at least minimize them. We feel these rates are excessive and some of the cost should be born by the company.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

December 1, 2008 (e-mailed the following letter to consumer)

Ray Perry

Phoenix, AZ

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. Perry:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73469

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73471

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Madelaine R.**

Berg

Account Name: Madelaine R. Berg

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

The large rate increase being requested by Chaparral City Water Company exceeds what is necessary for the efficient operation of the utility and is more than is necessary to provide the utility with a reasonable rate of return. It will work a hardship on Fountain Hills homeowners, homeowner associations and golf courses.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008

Madelaine R. Berg

Fountain Hills, AZ

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Ms. Berg:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73471

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion **No.** 2008 73472

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gabriel Jon

Baggett

Account Name: Gabriel Jon Baggett

Home: (602) 974-2000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

I am against the increase, but the this form would not allow me to select the "con" option above. A 41% increase in water rates is not a reasonable request and will create an economic hardship on us, and fixed income residents for a service vital for survival in the desert! As a service without competitive alternatives, this increase should not be approved. If the costs of providing this service have gone up to a point where the water utility cannot provide, the possibility should be considered to allow other utility providers to competitively bid on the opportunity to provide service at current rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008 (sent the following letter via e-mail to consumer)

Gabriel Jon Baggett

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. Baggett:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73472

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73474

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Pete Scribner

Account Name: Pete Scribner

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

A 41% rate increase in water rates appears to be excessive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008 (sent the following letter via e-mail to consumer)

Peter J. Scribner

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. Scribner:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73474

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73477

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed

 N/A Not Applicable

First:

Last:

Complaint By: **Lawrence and Margar Boysen**

Account Name: Lawrence and Margaret Boysen

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

We are submitting this comment form to voice our objection to the large rate increase requested by Chaparral Water. The proposed increase will not only increase my private resident rates, but it will also increase our homeowner association rates. Thank you for accepting this input.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008 (sent the following correspondence via e-mail to consumer)

Lawrence and Margaret Boysen

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. and Mrs. Boysen:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73477

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2008 73480**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** John M.

Roush

Account Name: John M. Roush**Home:****Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:** €**State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

In reference to docket #W-02113A-07-0551. I am against the ridiculous rate increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

12/1/08 I contacted Mrs. Roush and informed her that Mr. Roush's opinion had been received and will be filed in the Chaparral City Water Company's permanent docket. Also that distribution will be made to Commissioners and staff members in this case. Closed

Filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008**Opinion No.** 2008 - 73480

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2008 73482**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Brian****Landgraf****Account Name:** Brian Landgraf**Home:** ()**Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

With decrease in employment/incomes, it would be prudent to keep costs/services as is. An increase may lead to more foreclosures and less billable clients. (Never seen a bank pay utilities)

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

December 1, 2008 (sent the following correspondence via e-mail to consumer)

Brian Landgraf

Fountain Hills, AZ

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. Landgraf:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73482

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73484

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Paul

Studer

Account Name: Paul Studer

Home: (

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From:
Sent: Sunday, November 30, 2008 11:51 AM
To: Utilities Div - Mailbox
Subject: Chaparral Water rate increase

Case W-02114A-07-0551

Listed below is my resident information

Paul Studer

Fountain Hills AZ 85268

Home

Cell phone

E Mail

It is beyond belief that Chaparral City Water company would even consider requesting a rate increase of 41.6. There can not be a reasonable explanation for such a request other than extremely poor management or they assume the Arizona Corporation Commission is a sleep. Instead of playing the same old game ask for the world and take the original reduce desired rate. Send them back to there office and figure out how they can reduce. Work smarter not ask for a another bailout tighten thee belt.

Paul Studer

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

12/1/08 I left a voicemail informing consumer that his opinion has been received and will be filed in the permanent docket and copies will be distributed to Commissioners and staff members associated with this matter. I also left my telephone number if he had any questions. Closed

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73484

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2008 73485**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Nancy

Wulff

Account Name: Nancy Wulff**Home:** (**Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

I have absolutely no problem with Chaparral City Water Company increasing their rates; I do, however object to the amount of increase they are suggesting. Increasing rates that much, all at once, is absurd.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

12/1/08 I left a voicemail informing consumer that his opinion has been received and will be filed in the permanent docket and copies will be distributed to Commissioners and staff members associated with this matter. I also left my telephone number if he had any questions. Closed

End of Comments

Date Completed: 12/3/2008**Opinion No.** 2008 - 73485

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73486

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Shirley R.

Newton

Account Name: Shirley R. Newton

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR: '

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

I am filing an objection to a request for a 41% increase on my water rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/1/08 I informed consumer that his opinion has been received and will be filed in the permanent docket and copies will be distributed to Commissioners and staff members associated with this matter. Closed

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73486

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2008 73488**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Elsa Y..

Anraku

Account Name: Elsa Y. Anraku**Home:****Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

I've been informed by our Association that Chaparral City Water Company is proposing a significant increase in its rates.

I am opposed to these rate increases without a review of the justifications for the same.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

December 1, 2008 (sent the following letter via e-mail)

Elsa Y. Anraku

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Ms. Anraku:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73488

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73489

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: David

Hendrickson

Account Name: David Hendrickson

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

I have been a homeowner for 28 years and I strongly oppose this rate increase. I was under the impression that the members of the corporation were looking out for the interests of the consumers. I believe that this rate increase is unjust, not necessary and definitely not in the interest of the consumer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/1/08 I contacted Mrs. Hendrickson and informed her that the opinion had been received and will be placed in the permanent file. Also that Commissioners and staff will be receiving copies of the opinion. closed

filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73489

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73503

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Chunping George** **Chi**

Account Name: Chunping George Chi

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Our economics has been entering the period of deflation. The gasoline price has been rapidly coming down. The low gasoline price will contribute lower cost for material and all other goods. I do not see there is any reason for Chaparral Water Company to increase the water rate at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008 (sent following correspondence via e-mail)

Chunping George Chi

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

Dear Mr. Chi:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02113A-07-0551
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73503

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2008 73505**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Rich **Last:** Benko**Account Name:** Rich Benko**Home:** /**Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:** /**State:** AZ **Zip:****is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

HAVING TO PURCHASE FROM A MONOPOLY LIKE CHAPARRAL CITY WATER IS DIFFICULT ENOUGH BEING UNDER THEIR TOTAL DOMINANCE, AN INCREASE OF THIS MAGNITUDE IS TOTALLY UNCALLED FOR AT THIS OR ANY TIME. THESE ENERGY/UTILITY COMPANIES PUT THROUGH INCREASES THAT ARE NEVER RECINDED, SUCH AS WHEN NATURAL GAS HIT ALL TIME HIGHS A FEW YEARS BACK AND ARE NOW WELL BELOW THOSE LEVELS, I DON'T SEE ANY LETTERS REDUCING THEIR COST. THIS IS A VERY DIFFICULT TIME FOR ALL OF US, ESPECIALLY IF YOUR ON A FIXED INCOME OR ONE THAT VARIES DRAMATICALLY AS MY WIFE AND I ARE. MY VOTE IS NO AGAINST THIS LARGE INCREASE A MORE NOMINAL ONE COULD BE APPROVED SINCE THEY HAVEN'T HAD ONE SINCE 2003.
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

12/1/08 I contacted consumer and informed him that his opinion had been received and will be made part of the permanent file. I also informed him that distribution would be made to Commissioners and Staff. He appreciated the information. Closed

Filed in docket no. W-02113A-07-0551

End of Comments

Date Completed: 12/3/2008**Opinion No.** 2008 - 73505

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:** (**Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2008 73481**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Andrea****Bell****Account Name:** Andrea Bell**Home:** ,**Street:****Work:****City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** **Chaparral City Water Company****Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

(Opened email upon my return to work on 12/01)

I received the following email:

As elected positions to the AZ Corp. Commission I believe you would do a grave dis-service if you O. K. the massive price increase that Chaparral City Water is proposing. The increase is gouging--a hardship--and too much money for a necessary utility. Please do not allow it.

Andrea Bell

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following:

December 01 , 2008

RE: Chaparral City Water Company
Docket # W-02113A-07-0551

Dear Andrea Bell:

Your email dated November 28, 2008 regarding the Arizona Public Service Company ("APS") rate application sent to the Arizona Corporation Commission (Commission) office will be placed on file with the Docket Control

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6556.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
(520) 628-6556

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73481

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2008 73457**Date:** 12/1/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:****Rocco****DeRosa****Account Name:** Rocco DeRosa**Home:** (000) 000-0000**Street:** email**Work:****City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

(Opened email upon my return to work on 12/01/08)

Water increase from Chaparral City Water. Attached is a Pro form filled out.

The water price increase they are asking for is ridiculous. I don't say they shouldn't make a profit but this is beyond belief. Times are bad all over but they shouldn't try to take advantage of there customers.

Rocco DeRosa

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following email:

December 01, 2008

RE: Chaparral City Water Company

Docket No. W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Rocco DeRosa,

Your email dated November 27, 2008 regarding the Chaparral City Water rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water rate application .

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-268-6556.

Thank you,

Richard Martinez

Public Utilities Consumer Analyst II

Arizona Corporation Commission

Utilities Division

(520) 628-65565

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73457
